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L2	((network$ or server$ or distributed) and live near5 search$ and (quer$ or retriev$ or access$) and (group$ or communit$)).ti.	0	L2
L1	(network$ or server$ or distributed) and live near5 search$ and (quer$ or retriev$ or access$) and (group$ or communit$)	132	L1

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L7	((network$ or server$ or distributed) and (first near user$ or first near computer$ or first near client$) and (second near user or second near computer$ or second near client$) and respon$ and (quer$ or retriev$ or access$) and (group$ or communit$)).ab.	3	L7
L6	((network$ or server$ or distributed) and (first near user$ or first near computer$ or first near client$) and (second near user or second near computer$ or second near client$) and respon$ and (quer$ or retriev$ or access$) and (group$ or communit$)).ti.	0	L6
L5	((network$ or server$ or distributed) and (first near user$ or first near computer$ or first near client$) and (second near user or second near computer$ or second near client$) and respon$ and (quer$ or retriev$ or access$) and (group$ or communit$))	4673	L5
L4	((network$ or server$ or distributed) and live near5 search$ and (quer$ or retriev$ or access$) and (group$ or communit$)).clm.	1	L4
L3	((network$ or server$ or distributed) and live near5 search$ and (quer$ or retriev$ or access$) and (group$ or communit$)).ab.	0	L3
L2	((network$ or server$ or distributed) and live near5 search$ and (quer$ or retriev$ or access$) and (group$ or communit$)).ti.	0	L2
L1	(network$ or server$ or distributed) and live near5 search$ and (quer$ or retriev$ or access$) and (group$ or communit$)	132	L1

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L4: Entry 1 of 1   File: PGPB   Feb 14, 2002

DOCUMENT-IDENTIFIER: US 20020019737 A1
TITLE: Data retrieval assistance system and method utilizing a speech recognition system and a live operator

CLAIMS:

1. A data retrieval assistance system for providing requested information to a requester based upon identifying information provided by the requester, the system comprising: means for conveying said identifying information to a live operator; a computer having access to an information database, and means for searching said database in response to an inquiry; and a voice communication interface from said live operator to said computer that includes a speech recognition system capable of converting a spoken inquiry from said live operator into an interpreted searchable inquiry that is available to said means for searching.

2. The data retrieval assistance system of claim 1 wherein said means for conveying includes an audio recording apparatus and a playback device.

3. The data retrieval assistance system of claim 1 wherein said speech recognition system is specifically trained to recognize a voice of said live operator.

4. The data retrieval assistance system of claim 1 further comprising a manual communication interface from said live operator to said computer.

5. The data retrieval assistance system of claim 1 further comprising a direct voice communication interface from said requester to said computer that includes an independent speech recognition system capable of converting said identifying information spoken by said requestor into an independent searchable inquiry that is available to said means for searching.

6. The data retrieval assistance system of claim 5 further comprising means for merging a first search result based upon said independent searchable inquiry with a second search result based upon said interpreted searchable inquiry.

7. The data retrieval assistance system of claim 1 further comprising a video display interface between said computer and said live operator that is capable of visually communicating a search result to said live operator.

8. A method of data retrieval assistance for providing requested information to a requestor based upon identifying information provided by the requestor, comprising the steps of: establishing a communication link between a directory assistance system and a requestor; conveying said identifying information to a live operator; positioning a speech recognition system between said live operator and a computer having access to an information database; searching said information database at least partially in response to an utterance spoken by said live operator to said computer via said speech recognition system, wherein at least a portion of said utterance is an interpretation of at least a portion of said identifying information; and providing a search result to said requester.

9. The method of data retrieval assistance of claim 8 wherein said conveying step includes the steps of: recording a requester utterance made by said requester;

playing back a portion of said requester utterance to said live operator.

10. The method of data retrieval assistance of claim 8 further comprising a step of specifically training said voice recognition system to recognize speech by said live operator.

11. The method of data retrieval assistance of claim 8 further comprising a step of identifying a group of most frequently requested data that is a subset of said information database.

12. The method of data retrieval assistance of claim 11 further comprising the steps of: determining whether said identifying information corresponds to one of said most frequently requested data; and if said identifying information corresponds to one of said most frequently requested data, then searching said subset of said information database at least partially in response to said utterance spoken by said live operator to said computer.

13. The method of data retrieval assistance of claim 8 further comprising the steps of: displaying a search result on a view screen visible to said live operator; choosing a single data group if said search result includes a plurality of data groups; and providing said single data group to said requestor; and at least one of said choosing step and said providing step includes a voiced communication from said live operator to said computer.

14. The method of data retrieval assistance of claim 8 further comprising the steps of: conveying said identifying information to a direct voice communication interface from said requester to said computer; and converting said identifying information with an independent speech recognition system into an independent searchable inquiry.

15. A software program executable by a computer processor for use in a data retrieval assistance system, the software comprising: means for training a speech recognition system to recognize words spoken by an individual live operator; means for converting words spoken by said individual live operator into a searchable inquiry; means for searching a information database using said searchable inquiry; and means for providing a search result based upon said searchable inquiry to a third party requester.

16. The software program of claim 15 wherein said searchable inquiry includes a plurality of keywords distributed into a plurality of search fields.

17. The software program of claim 15 further comprising means for displaying a search result to said individual live operator.

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